

Role Title	Assessor
Job Family	Adult Learning service
Competency Level	All Colleagues
Scale	MGLEC 1-4
<p>Purpose To assess on vocational programmes and ensure eportfolios and/or paper based portfolios meet internal verification requirements and that learners complete within their stated end date.</p>	
Generic Accountabilities	End Results/ Outcomes
<p>Communicate effectively with internal and / or external customers/ service users. Act as point of contact for the service. Provide information and resolve problems, within scope of role, escalating to line manager as required.</p>	<p>Resolve non-routine customer/service queries.</p> <p>Customers are satisfied with the response, or aware that issue has been escalated.</p> <p>Assess and prioritises telephone and personal callers and responds appropriately.</p> <p>Relevant, accurate, understandable and timely information is provided.</p> <p>A positive image of the Council is promoted.</p>
<p>To work with colleagues and team leaders to identify areas for improvement, ensuring the support offer remains appropriate for all service users.</p>	<p>Service users express satisfaction with service provided.</p>
<p>Organise and maintain records and documents using the appropriate council process / system.</p>	<p>Received documents, correspondence etc. are recorded, distributed and processed correctly.</p> <p>Photocopying, faxing, shredding, enveloping, franking etc. are completed to required standards and productivity.</p> <p>Records /information are well organised and accessible.</p> <p>Records are kept up-to-date.</p> <p>Follow-up with internal/external customers to obtain missing/outstanding records.</p>

Create document, reports, correspondence from the information provided, using standard formats and software	All materials are produced to the required legislative and or Council standards and timescales. Recorded information is accurate.
Database maintenance – access and update relevant databases and generate reports for management information.	Reports are accurate, complete and meaningful.
Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.	Work is carried out in a way that is safe and without risks to health.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.
Job Specific Accountabilities:	
To plan and arrange assessment visits, work-based observations, with candidates and liaise with workplace supervisors	Assessments are completed in a timely manner to ensure learner completes by their end date. To provide written and oral feedback to candidates in a timely manner.
To assess evidence against vocational qualification standards	Assignment assessments are completed in a timely manner using the learning assistant to ensure learner completes by their end date.
To complete and update assessment records in accordance with internal and external quality standards as set by the Awarding Body and Waltham Forest Adult Learning Service quality cycle.	Awarding body paperwork is completed and shared with colleagues at standardization and team meetings.
To liaise with the Internal Verifier, other assessors and others involved in the process	Quality assurance strategy is complied with at all times.
To undertake any other duties as reasonably required commensurate with the grade of post	Support at information days and recruitment events as necessary. Support the team as necessary.

<p><u>Nature of Contacts</u></p> <p>Involves supporting and guiding learners, liaising apprenticeship team and employers to ensure a successful service</p> <p>Liaise with senior members of staff regarding service issues, problems and processes.</p> <p>Deal with people at all levels confidently, sensitively and diplomatically.</p>
<p>Procedural Context</p> <p>Act within guidelines and standard procedures with discretion to allocate or otherwise organise work to meet service delivery requirements. Works within laid down procedures but needs to deal with day-today problems without always referring to others.</p> <p>Decisions will be made based on Council procedures.</p> <p>This post demands a high level of flexibility, a positive attitude and ability to adapt to changes due to service needs. This post is office based.</p>
<p>Key Facts and Figures</p> <ul style="list-style-type: none"> - Managed by the Deputy Head of Service
<p>Resourcing</p> <p>Budget Responsibilities: Nil</p> <p>Supervisory Responsibilities: Nil</p>
<p>Knowledge, Skills and Experience</p> <ul style="list-style-type: none"> • Recent experience of vocational assessment including required eportfolio • Current subject specific occupational experience and competence as laid down by the relevant Awarding Body • Teaching experience in an adult education or training environment • Experience of actively developing equal opportunities • Ability to assess against standards in specified subject area • Able to work flexible hours including evenings and weekends and to work in a range of venues • Able to adapt practice to meet the needs of people with and/or additional learning support needs
<p>Indicative Qualifications</p> <ul style="list-style-type: none"> • To have the qualifications as required by the awarding i.e. Childcare NVQ 3 to assess at NVQ level 2. • To have the TDLB Assessor Awards (D32/D33,A1) or subsequent equivalents • English and Math Qualification at level 2 or above

The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.

Print Name:

Sign:

Date: